

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Division of Alcohol and Drug Abuse/Division of Comprehensive
Psychiatric Services - Inpatient & Community Services/
Division of Mental Retardation & Developmental Disabilities

Demographics

		Total Served ^a				Survey Returns ^b			
		Total ADA/ CPS/MRDD	Total ADA	Total CPS	Total MRDD	Total ADA/ CPS/MRDD	Total ADA	Total CPS	Total MRDD
SEX	Male	54.5%	59.9%	48.2%	59.3%	50.9%	59.8%	46.4%	57.3%
	Female	45.5%	40.1%	51.8%	40.7%	49.1%	40.2%	53.6%	42.7%
RACE	White	77.2%	68.4%	79.4%	77.4%	78.9%	72.3%	81.1%	85.0%
	Black	19.3%	30.0%	18.1%	17.5%	16.2%	21.9%	14.1%	12.9%
	Hispanic	0.4%	0.3%	0.5%	0.3%	1.2%	1.6%	1.1%	0.4%
	Native American	0.2%	0.4%	0.3%	0.1%	1.7%	1.9%	1.6%	0.8%
	Pacific Islander	0.1%	0.2%	c	0.2%	0.2%	0.2%	0.2%	0%
	Other	2.8%	0.8%	1.7%	4.5%	1.8%	2.1%	1.8%	0.8%
AGE	0-17	25.0%	10.7%	13.4%	40.0%	9.0%	13.0%	8.0%	1.7%
	18-49	59.4%	84.7%	64.8%	47.4%	71.7%	79.7%	67.8%	74.7%
	50+	15.7%	4.6%	21.8%	12.6%	19.3%	7.3%	24.1%	23.6%

^a The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

^b The demographic statistics in the column marked Survey Returns are based on the survey returns.

^c The state classifies Pacific Islander in the "other" category for CPS consumers.

Sample Size

*Information is based on the number of returned forms
and the number of people served according to DMH billing records.*

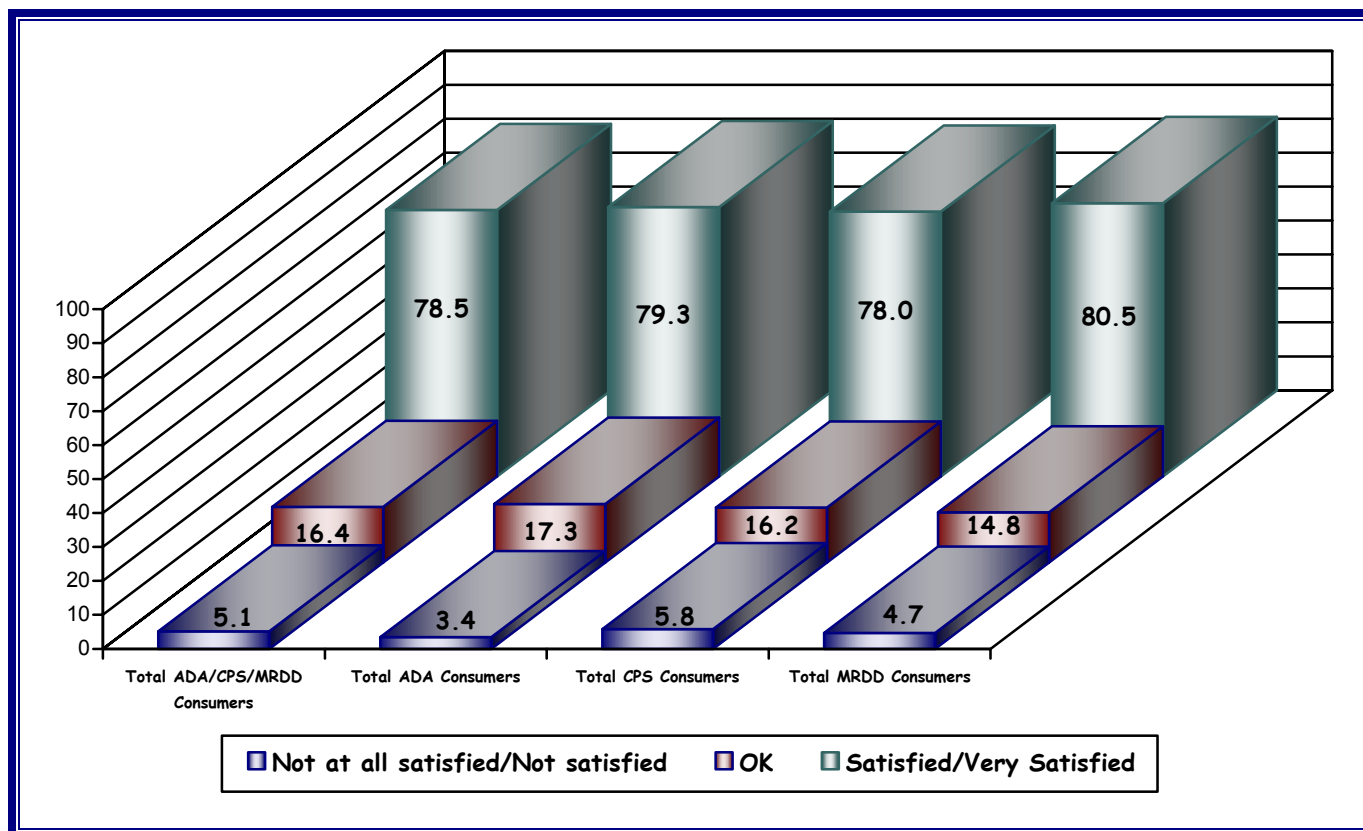
	Number Served	Number Forms Returned	Percent of Served Returned
ADA/CPS/MRDD Total✓	35628*	7199**	20.2%
ADA Total State✓	9142	1972	21.6%
CPS Total State	26636	4566	17.1%
MRDD Total State	1063***	557	52.4%
✓Does not include SATOP. See Section XIII for SATOP information.			
*Unduplicated count.			
**Includes individuals who could not respond.			
***The MR/DD numbers represent a 3% sample of cases by four types of services (Case Management, Congregate Residential, In-Home, and Supported Residential)			

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Total ADA/ CPS/MRDD	Total ADA	Total CPS	Total MRDD
1. Are you deaf or hard of hearing?	7.8%	5.2%	8.8%	8.4%
1(a). If yes, do you use sign language?	12.5%	7.6%	12.4%	29.0%
1(b). If yes, did this agency have signing staff?	29.1%	17.0%	29.7%	62.5%
2. Did this agency use interpreters?	9.7%	8.3%	10.1%	17.4%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 78.5% of those served by the Division of Alcohol and Drug Abuse (ADA), Division of Comprehensive Psychiatric Services (CPS), or the Division of Mental Retardation and Developmental Disabilities (MRDD) were "satisfied" or "very satisfied" with their services.
- MRDD consumers were the most satisfied. 80.5% choose "satisfied" or "very satisfied".

✎ Does not include SATOP services. See Section XIII for SATOP information.

Satisfaction with Services

How satisfied are you . . .	Total ADA/ CPS/MRDD ^a	Total ADA ^b	Total CPS ^c	Total MRDD ^d
with the staff who serve you?	4.23 (6614)	4.22 (1915)	4.22 (4350)	4.45 (349)
with how much your staff know about how to get things done?	4.13 (6524)	4.08 (1911)	4.13 (4292)	4.41 (321)
with how staff keep things about you and your life confidential?	4.26 (6513)	4.21 (1919)	4.26 (4261)	4.51 (333)
that your treatment plan has what you want in it?	4.10 (6455)	4.11 (1907)	4.07 (4249)	4.45 (299)
that your treatment plan is being followed by those who assist you?	4.17 (6445)	4.16 (1898)	4.15 (4226)	4.41 (321)
that the agency staff respect your ethnic and cultural background?	4.31 (6314)	4.29 (1876)	4.29 (4091)	4.64 (347)
with the services that you receive?	4.21 (6563)	4.20 (1915)	4.19 (4294)	4.51 (354)
that services are provided in a timely manner?	4.17 (5296)	4.08 (1373)	4.20 (3615)	4.14 (308)
that the staff treats you with respect, courtesy, caring, and kindness?	3.87 (1253)	4.07 (548)	3.67 (678)	4.56 (27)
that where you live is clean and comfortable?	3.92 (1255)	4.10 (547)	3.76 (682)	4.54 (26)
with the opportunities for exercise and relaxation?	3.51 (537)	3.51 (537)	-	-
that the meals are good, nutritious and in sufficient amounts?	3.55 (1234)	3.81 (528)	3.32 (678)	4.29 (28)
with the childcare provided by the agency?	3.98 (43)	3.98 (43)	-	-
with your case manager?	4.55 (370)	-	-	4.55 (370)
<p>The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The second number represents the number responding to this item. ^a These ratings are for the combined rating of the Division of Alcohol and Drug Abuse, Comprehensive Psychiatric Services, and Division of Mental Retardation and Developmental Disabilities. ^b This represents the ratings for all Division of Alcohol and Drug Abuse Consumers. ^c This represents the ratings for all Comprehensive Psychiatric Services Consumers. ^d This represents the ratings for all Division of Mental Retardation and Developmental Disabilities Consumers.</p>				

Some of the key findings were:

- Overall, consumers served by the Division of Alcohol and Drug Abuse, Division of Comprehensive Psychiatric Services, and the Division of Mental Retardation and Developmental Disabilities were satisfied with the services they received. Most ratings were above a 4.00 ("satisfied").
- The highest satisfaction was with the case managers in the MRDD Regional Centers only (mean of 4.55).
- The lowest satisfaction for all agencies was with the opportunities for exercise and relaxation (mean of 3.51.)

Satisfaction with Quality of Life

How satisfied are you . . .	Total ADA/ CPS/MRDD ^a	Total ADA ^b	Total CPS ^c	Total MRDD ^d
with how you spend your day?	3.59 (5869)	3.69 (1904)	3.47 (3588)	4.20 (377)
with where you live?	3.74 (5852)	3.77 (1885)	3.65 (3583)	4.35 (384)
with the amount of choices you have in your life?	3.54 (5816)	3.63 (1917)	3.44 (3574)	4.08 (325)
with the opportunities/chances you have to make friends?	3.67 (5835)	3.82 (1907)	3.53 (3570)	4.30 (358)
with your general health care?	3.78 (5787)	3.80 (1872)	3.70 (3564)	4.40 (351)
with what you do during your free time?	3.64 (5832)	3.74 (1897)	3.52 (3580)	4.28 (355)
with the opportunities that you have had during the last year to do something that you are proud of?	4.28 (286)	-	-	4.28 (286)
How safe do you feel . . .				
in this facility?	3.94 (1252)	4.25 (547)	3.66 (679)	4.46 (26)
in your home/agency?	4.09 (5871)	4.26 (1897)	3.96 (3607)	4.46 (367)
in your neighborhood?	3.93 (5818)	4.08 (1894)	3.81 (3563)	4.34 (361)
<p>The first number represents a mean rating. Scale: (How satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (How safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The second number represents the number responding to this item.</p> <p>^a These ratings are for the combined rating of the Division of Alcohol and Drug Abuse, Comprehensive Psychiatric Services, and Division of Mental Retardation and Developmental Disabilities.</p> <p>^b This represents the ratings for all Division of Alcohol and Drug Abuse Consumers.</p> <p>^c This represents the ratings for all Comprehensive Psychiatric Services Consumers.</p> <p>^d This represents the ratings for all Division of Mental Retardation and Developmental Disabilities Consumers.</p>				

Some of the key findings were:

- Overall, consumers were less satisfied with their quality of life than the services they received.
- The highest rating, department wide, for quality of life was found in the MRDD (Regional Centers only) with the opportunities they have had during the last year to do something that they are proud of (mean of 4.28).
- The lowest rating, department wide, for quality of life was with the amount of choices they have in their lives (mean of 3.54).

Comparison by Gender in Residential and Non-Residential Settings Combined

A comparison of satisfaction ratings was made by gender. Females were more satisfied with services. Males showed significantly higher ratings for the quality of life items.

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.17 (3277)	4.32 (3195)	F(1,6471)=41.14, p<.001
with how much your staff know how to get things done?	4.08 (3235)	4.19 (3149)	F(1,6383)=19.27, p<.001
with how staff keep things about you and your life confidential?	4.20 (3230)	4.33 (3145)	F(1,6374)=29.19, p<.001
that your treatment plan has what you want on it?	4.04 (3197)	4.18 (3122)	F(1,6318)=20.89, p<.001
that the treatment plan is being followed by those who assist you?	4.10 (3199)	4.25 (3112)	F(1,6310)=35.47, p<.001
that the agency staff respect your ethnic and cultural background?	4.22 (3164)	4.42 (3014)	F(1,6177)=67.89, p<.001
with the services you receive?	4.15 (3262)	4.30 (3163)	F(1,6424)=39.67, p<.001
that services are provided in a timely manner?	4.13 (2411)	4.21 (2797)	F(1,5207)=7.38, p=.007
with the opportunities for exercise and relaxation? ¹	3.62 (347)	3.28 (180)	F(1,526)=8.93, p=.003
that the meals are good, nutritious, and in sufficient amounts? ¹	3.61 (823)	3.45 (360)	F(1,1182)=3.91, p=.048
with how you spend your day?	3.65 (2793)	3.52 (2975)	F(1,5767)=21.68, p<.001
with the amount of choices you have?(b)	3.57 (2760)	3.51 (2955)	F(1,5714)=4.23, p=.040
with the opportunities you have to make friends?	3.74 (2770)	3.61 (2965)	F(1,5734)=18.74, p<.001
with your general health care?	3.85 (2738)	3.71 (2955)	F(1,5692)=24.44, p<.001
with what you do in your free time?	3.71 (2776)	3.57 (2958)	F(1,5733)=22.67, p<.001
with how safe you feel in your home/agency?	4.16 (2782)	4.03 (2990)	F(1,5771)=20.80, p<.001
with how safe you feel in the neighborhood?	3.99 (2754)	3.88 (2968)	F(1,5721)=16.40, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. ¹Refers to residential consumers only.</p>			

Comparison by Racial/Ethnic Background in Residential and Non-Residential Settings

A comparison was made between racial and ethnic groups on their satisfaction ratings. Caucasians were the most satisfied with services. On the average, they also showed the highest quality of life ratings except for one item. Native Americans rated higher satisfaction with their environment.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?(a, b, c, d)	4.29 (5054)	4.06 (1029)	3.80 (75)	3.95 (105)	3.98 (122)	F(4,6385)=22.88, p<.001
with how much your staff know how to get things done?(a, c)	4.17 (4977)	4.03 (1026)	3.99 (75)	3.80 (103)	3.90 (121)	F(4,6301)=10.36, p<.001
with how staff keep things about you and your life confidential?(a, c, d)	4.32 (4977)	4.11 (1013)	4.24 (75)	3.87 (103)	3.95 (121)	F(4,6288)=16.61, p<.001
that your treatment plan has what you want on it?(d, e)	4.13 (4947)	4.01 (1001)	3.97 (70)	4.22 (106)	3.71 (119)	F(4,6242)=5.88, p<.001
that the treatment plan is being followed by those who assist you?(a, c, d)	4.22 (4924)	4.07 (1013)	4.05 (73)	3.79 (103)	3.82 (117)	F(4,6229)=13.68, p<.001
that the agency staff respect your ethnic and cultural background?(a, c, d)	4.38 (4767)	4.13 (1030)	4.14 (73)	3.93 (104)	4.03 (119)	F(4,6092)=24.06, p<.001
with the services you receive?(a, c, d)	4.26 (5010)	4.10 (1029)	3.99 (73)	3.95 (104)	3.88 (121)	F(4,6336)=13.27, p<.001
that services are provided in a timely manner?(a, c)	4.22 (4126)	4.04 (789)	3.90 (48)	3.73 (83)	4.10 (91)	F(4,5136)=11.05, p<.001
that the environment is clean and comfortable? ¹	3.95 (873)	3.94 (241)	3.81 (26)	4.10 (21)	3.29 (28)	F(4,1188)=2.53, p=.039
with where you live?(a)	3.77 (4552)	3.60 (862)	3.60 (62)	3.43 (89)	3.73 (99)	F(4,5663)=5.57, p<.001
with the amount of choices you have?(f)	3.53 (4527)	3.61 (861)	3.45 (62)	3.20 (87)	3.57 (100)	F(4,5636)=2.73, p=.028
with how safe you feel in this facility? ¹ (d, g)	4.03 (873)	3.81 (243)	3.92 (26)	3.76 (21)	2.96 (27)	F(4,1189)=7.42, p<.001
how safe you feel in the neighborhood?(a)	3.97 (4526)	3.74 (858)	3.77 (62)	3.64 (89)	3.93 (100)	F(4,5634)=9.78, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. ¹Refers to residential consumers only. <i>Scheme Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Black (b) Interaction between White and Hispanic (c) Interaction between White and Native American (d) Interaction between White and Other (e) Interaction between Native American and Other (f) Interaction between Black and Native American (g) Interaction between Black and Other</p>						

Comparison by Age in Residential and Non-Residential Settings

A comparison was made between three age groupings: 1) youth and adolescents under 18 years of age; 2) adults age 18 to 49; and 3) adults age 50 years and older. The two adults groups were more satisfied with services. They also had the highest ratings in items relating to their satisfaction with where they lived, how they spent their day, and the amount of choices in their lives. Youth, however, had the highest satisfaction ratings about other aspects of their lives (e.g. safety, healthcare, opportunities to make friends.).

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you?(a, b)	4.04 (592)	4.24 (4570)	4.32 (1208)	F(2,6369)=17.09, p<.001
with how much your staff know how to get things done? (a, b)	3.97 (584)	4.14 (4519)	4.20 (1180)	F(2,6282)=11.41, p<.001
with how staff keep things about you and your life confidential?(a, b)	4.15 (580)	4.27 (4517)	4.30 (1179)	F(2,6275)=4.57, p=.010
that your treatment plan has what you want on it?(a, b)	3.95 (578)	4.10 (4477)	4.22 (1171)	F(2,6225)=10.32, p<.001
that the treatment plan is being followed by those who assist you? (a, b)	3.96 (580)	4.19 (4468)	4.22 (1170)	F(2,6217)=16.38, p<.001
with the services you receive? (a, b, c)	4.05 (586)	4.21 (4557)	4.32 (1186)	F(2,6328)=14.95, p<.001
that services are provided in a timely manner?(a, b)	3.95 (434)	4.18 (3628)	4.25 (1051)	F(2,5112)=13.95, p<.001
with how you spend your day?(b, c)	3.44 (490)	3.57 (4089)	3.67 (1082)	F(2,5660)=7.47, p=.001
with where you live?(b, c)	3.63 (488)	3.70 (4072)	3.91 (1083)	F(2,5642)=15.33, p<.001
with the amount of choices you have?(a, b)	3.38 (484)	3.54 (4055)	3.57 (1076)	F(2,5614)=4.75, p=.009
with the opportunities you have to make friends?(a)	3.82 (489)	3.63 (4065)	3.73 (1073)	F(2,5626)=7.87, p<.001
with your general health care?(a)	3.89 (466)	3.75 (4054)	3.79 (1069)	F(2,5588)=3.28, p=.038
with what you do in your free time?(a)	3.75 (491)	3.61 (4069)	3.67 (1074)	F(2,5633)=4.08, p=.017
with how safe you feel in your home/agency?(a, b)	4.26 (496)	4.07 (4085)	4.08 (1086)	F(2,5666)=7.15, p=.001
with how safe you feel in the neighborhood?(a)	4.07 (494)	3.91 (4055)	3.95 (1070)	F(2,5618)=5.61, p=.004
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. ¹Refers to residential consumers only. Scheme Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49 (b) Interaction between ages 0-17 and 50+ (c) Interaction between ages 18-49 and 50+</p>				